**Catering Assistant**

**Job Specification, Terms and Conditions**

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| **Job Title and Grade** | **Catering Assistant** *(Grade Code: 4123)* |
| **Remuneration** | The salary scale for the post is: 01/08/2025€35,547 €37,409 €38,528 €39,294 €39,958 €40,816 €41,340 €42,233 €43,150New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Campaign Reference** | **NFMHSCA1** |
| **Closing Date** | Friday 26th September 2025 @ 12.00 noon  |
| **Proposed Interview Date(s)** | Candidates will normally be given at least two weeks' notice of interview. The timescale may be reduced in exceptional circumstances. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | **National Forensic Mental Health Service**There are currently two permanent, whole-time positions available in the Catering Department in the National Forensic Mental Health Service(NFMHS) in Portrane, North Co Dublin. A panel may be formed as a result of this campaign for Catering Assistant from which current and future permanent and specified purpose vacancies of full time or part time duration may be filled.  |
| **Informal Enquiries**  | We welcome enquiries about the role, for further information please contact:Eric Bennett, Catering ManagerTel: 0871354361 Email@ Eric.Bennett@hse.ie  |
| **Details of Service** | The Catering Department NFMHS is responsible for the preparation, cooking and service of food for all service users, staff and visitors.We are dedicated to achieving excellence in both food quality and service. We endeavour to meet all the individual needs of our service users and customers. These may be therapeutic and involve special diets for service users.  We also provide dishes to suit our multi-ethnic range of customers.The restaurant provides a full self-service menu for staff and visitors. The choice includes a wide range of food options.  We have a carvery, full salad bar, healthy options, vegetarian options and also snacks.<https://www.hse.ie/eng/national-forensic-mental-health-service-portrane/about-the-national-forensic-mental-health-service/about-us/>  |
| **Reporting Relationship** | The post holder will report to the Catering Officer or a Designated Officer. |
| **Purpose of the Post**  | To Support the Catering Department in meeting the food service needs of allPatients/Clients and Staff. |
| **Principal Duties and Responsibilities** | *The Catering Assistant will:***General Duties*** Prepare and presenting catering services to service users, staff and visitors.
* Be aware of accountability and responsibility for the highest quality in the delivery of catering services and act accordingly in respect of Food Hygiene and Health & Safety current legislation i.e. HACCP.
* Assist with counter service ensuring agreed portion controls and customer satisfaction.
* Assist with special functions.
* Assist with cleaning of all areas and equipment in the Catering Department.
* Working in The Patient Café.
* Assist the Chefs with Salad prep
* Cleaning of equipment and area of responsibility as per HACCP cleaning schedules and checklists.
* Report for duty on time and at the designated place of duty as prescribed by Management
* Take direction and guidance from Management in relation to all duties and human resources issues at all times

**Service*** Perform duties efficiently, effectively, economically and hygienically in line with best practice and/or as directed by Management in the provision of a quality service at all times.
* Maintain a flexible approach to performance of duties.
* Strictly adhere to operational policies and procedures specific to designated area of duty.
* Deal with patients, staff and visitor queries in a courteous, effective and efficient manner.
* Maintain confidentiality of all matters pertaining to the NFMHS staff and patients.
* Prepare, deliver and serve meals, snacks and beverages to special functions or conference meetings.
* Deliver and collect equipment and food.
* Set and re-stock hot and cold counters, shelving units, refrigeration units and tables/trays.
* Co-operate with nursing staff, health promotion co-ordinator, dietician and other relevant staff to ensure dietary needs of service users and staff are met.
* Check meals at all service points throughout the site for quality, temperature, quantity and presentation.
* Ensure that all meals within your responsibility are kept safe and free from any unauthorised interference and/or health hazards such as foreign objects, etc.
* Assist with the compilation, plating and service of meals to patients and staff at the required time in accordance with NFMHS statutory standards.
* Be responsible for the receipt of goods and foodstuffs when assigned and where appropriate.
* Basic food preparation duties in the CPU and restaurant service counter i.e. salads, sandwiches etc.

**Hygiene / Food Safety & Managing Waste*** Safeguard public health, through compliance with Food Hygiene and Health and Safety legislation, Food Hygiene Regulations (Irish & E.U.)
* Co-operate fully with the implementation of the principles of HACCP
* Adhere to the Catering cleaning policy as defined by relevant personnel to ensure that work place is kept clean and safe
* To be aware of and exercise best practice in relation to personal hygiene and cleaning duties
* Adhere to the prescribed dress code and wear all safety and hygiene clothing and PPE equipment as prescribed at all times when required to do so
* Adhere to and implement standards and procedures in relation to nutrition and hydration

**Quality and Safety*** Be aware of and familiar with the NFMHS Health & Safety procedures
* Take all the necessary steps to ensure the maximum security and safety of the working area and all equipment and supplies contained therein.
* Identify hazards, assess risks and report same as per hospital policy to relevant personnel, and in accordance with individual responsibilities under all Health and Safety legislation and regulations
* Take all necessary steps to ensure your own security and safety and the safety and security of your work colleagues and all other personnel
* Adhere to all relevant NFMHS policies
* Wear appropriate protective clothing and protective footwear and use any safety equipment provided
* Co-operate fully and participate with/in all health and safety training programmes
* Practice correct stock rotation practice and storage of all food items

**Education and Training*** Attend and actively participate in all training included in the induction programme.
* Attend and participate in all induction training and refresher mandatory/statutory in-service education and training relevant to area thereafter.
* Ensure that knowledge and skills are updated to maintain safe standards of

care for patients.* Seek opportunities to engage in reflection.
* Participate in in-service educational and training programmes and avail of other learning activities, as requested, to maintain/develop competence
* Is familiar with the relevant National and Regional Policies Procedure and

Standards and attend training as appropriate in the following areas:- Continuous Quality Improvement Initiatives- Document Control Information Management Systems- Risk Management Strategy and Policies.- Hygiene Related Policies, Procedures and Standards.- Decontamination Code of Practice.- Infection Control Policies.- Safety Statement, Health & Safety Policies and Fire Procedure.- Data Protection and confidentiality Policies.- Children First Guidelines.- National Standards.**The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.**  |
| **Eligibility Criteria****Qualifications and/ or experience** | 1. Eligible applicants will be those who on the closing date for the competition:
2. Relevant experience in a Catering Environment in the healthcare/hospitality sector

***And***1. Have attained such standard of education as would enable him/her to discharge the duties of the post.

**Health**A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. **Character**Each candidate for and any person holding the office must be of good character. |
| **Post Specific Requirements** | Experience of working in the catering industry with experience in catering for large numbers in a busy environment. |
| **Other requirements specific to the post** | N/A |
| **Additional eligibility requirements:** | **Citizenship Requirements** **Eligible candidates must be:** 1. **EEA, Swiss, or British citizens**

**OR** 1. **Non-European Economic Area citizens with permission to reside and work in the State**

**Read Appendix 2 of the Additional Campaign Information for further information on accepted Stamps for Non-EEA citizens resident in the State, including those with refugee status.** **To qualify candidates must be eligible by the closing date of the campaign.** |
| **Skills, competencies and/or knowledge** | **Candidates must :****Professional Knowledge*** Demonstrate sufficient knowledge to effectively carry out the duties and responsibilities of the post.
* Demonstrate an understanding of Food Hygiene Regulations
* Demonstrates knowledge and compliance with local health & safety policies and procedures, e.g. manual handling, infection control.
* Demonstrate an understanding of catering in the healthcare environment

**Planning & Organising Skills*** Demonstrate evidence of effective planning and organising skills.
* Demonstrate an understanding of the importance of value for money in the performance of work.
* Demonstrates flexible approach to work.
* Demonstrates ability to work on own initiative.
* Demonstrate an organised, methodical and structured approach to work including the ability to meet deadlines and effectively handle multiple tasks.
* Demonstrate experience in working under pressure.

**Team Skills** * Demonstrate the ability to work independently as well as part of a multidisciplinary team and make positive contributions to that team.
* Demonstrate the ability to maintain open communication channels with team members and others as appropriate.

**Commitment to Providing a Quality Service*** Demonstrate a commitment to providing a quality service; including an awareness and appreciation of the service user
* Demonstrate motivation and an innovative approach to job and service.

**Problem Solving & Decision Making*** Demonstrate the ability to evaluate information, solve problems and make decisions in a timely manner.

**Communication / Interpersonal skills*** Demonstrate effective communication skills including the ability to present information in a clear and concise manner, written and verbal.
* Demonstrate effective interpersonal skills.
* Demonstrate an ability to receive and implement instructions in an effective and efficient manner.
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| **Campaign Specific Selection Process****Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore, it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process. Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion** | The HSE is an equal opportunities employer.Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience.The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated. The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long-term health condition. Read more about the HSE’s commitment to Diversity, Equality and Inclusion<https://www.hse.ie/eng/staff/resources/diversity/diversity.html>  |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA). The CPSA is responsible for establishing the principles to be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards to be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process. Codes of practice are published by the CPSA and are available on [www.hse.ie/eng/staff/jobs](http://www.hse.ie/eng/staff/jobs) in the document posted with each vacancy entitled “Code of Practice, Information for Candidates” or on [www.cpsa.ie](http://www.cpsa.ie). |
|  | The reform programme outlined for the Health Services may impact on this role and as structures change the job description may be reviewed.This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. |

**Catering Assistant**

**Terms and Conditions of Employment**

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| **Tenure**  | The current vacancies available are permanent and whole-time. The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage. Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointment) Act 2004. |
| **Working Week** | The standard weekly working hours of attendance for your grade are 39 hours per week.Your normal weekly working hours are 39 hours. Contracted hours that are less than the standard weekly working hours for your grade will be paid pro rata to the full timeequivalent. |
| **Annual Leave** | The annual leave associated with the post will be confirmed at job offer stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.***\* Public Servants not affected by this legislation:***Public servants recruited between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.Public servants recruited since 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies. All Mandated Persons under the Children First Act 2015, within the HSE, are appointed as Designated Officers under the Protections for Persons Reporting Child Abuse Act, 1998. Mandated Persons such as line managers, doctors, nurses, physiotherapists, occupational therapists, speech and language therapists, social workers, social care workers, and emergency technicians have additional responsibilities. |
| **Infection Control** | Have a working knowledge of Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS). Key responsibilities include:* Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work.
* Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection.
* Consulting and communicating with staff and safety representatives on OSH matters.
* Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee.
* Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2).
* Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate.
* Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.

**Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS.  |

1. [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)